



ADMINISTRATIVE TECHNICIAN SERIES

TECHNICIAN I/II/III

FLSA Status: Non-exempt

Adopted: April 2005

Revised: August 2005, September 2006

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION - Administrative Technician Series

Under supervision or direction from management, and occasional functional and technical direction from others, performs a wide variety of general clerical, technical and/or administrative duties at differing levels of complexity and difficulty related to the overall administrative operations. Incumbents are normally expected to solve most work problems independently and to refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual problems at the entry level and make recommendations at the advanced level, but do not have independent purchasing authority.

DISTINGUISHING CHARACTERISTICS

Assigned duties in this multi-level class range from routine journey to advanced/highly complex and incumbents function under direct supervision at the entry level to general direction at the highest level.

Administrative Technician I: This is the beginning journey level position. Employees at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies of the work unit. This class is distinguished from the Administrative Technician II in that the latter provides periodic advanced journey level clerical or technical support to a specific functional area.

Administrative Technician II: This is the mid-journey level position. Employees at this level are distinguished from the beginning journey level position by the responsibility assumed, complexity of duties assigned, independence exercised and by the nature of the public contact made. Employees at this level perform more difficult and responsible types of duties including performing technical clerical duties that require specialized knowledge relating to area of assignment or are technical in nature. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

Administrative Technician III: This is the advanced position that may serve as the lead to the Administrative Technician I/II positions and may take direction from various management staff in different departments. Employees at this level may perform as Executive Assistant to the Chief of Police or Assistant to the City Clerk.

TYPICAL DUTIES AND RESPONSIBILITIES:

Duties may include, but are not limited to:

Administrative Technician I:

- Performs general clerical duties related to various departments or areas including filing, copying, preparing large mailings and verifying, recording and maintaining information on records
- Types, enters, proofreads and processes a variety of documents including general correspondence, reports, memos and statistical charts from rough drafts or verbal instructions; may compose routine correspondence
- Operates standard office equipment and word processing, spreadsheet and other computer software programs
- Responds to public inquiries, both on the telephone and in person, and may refer to appropriate staff member for more specific information as appropriate
- Processes department reports and specific documents
- Runs computer reports as requested
- Receives, sorts and distributes incoming and outgoing mail
- Places orders for office supplies
- Assists in the enrollment of participants in Town sponsored programs
- Issues, receives, types and processes various applications, reports, permits and other forms
- Records payments and sends delinquent notices when necessary
- Collects and processes fees and charges
- Checks and tabulates statistical data; prepares routine statistical reports
- Performs routine system back-up duties
- Work flexible schedule including evenings and weekends
- Exercise excellent customer service including patience and professionalism at all times
- Performs related duties as assigned

Administrative Technician II:

In addition to responsibilities and duties listed for Administrative Technician I:

- Performs complex administrative clerical duties related to area of assignment such as purchasing, personnel activities, complex records management, liaison for technical computer problems and issues with office equipment
- Maintains accurate records and files of program activities
- Proofreads and edits correspondence, reports, proposals and contracts; composes correspondence as required
- Interprets, applies and explains policies and procedures related to area of assignment; responds to individuals requesting services related to area of assignment; prepares complex correspondence and supporting documentation relating to area of assignment
- Acts as interdepartmental liaison relating to administrative or project support functions for the office and for compliance with Town regulations and practices relating to those functions
- Collects and compiles data for reports; prepares and routes reports as required
- Coordinates the design, publication and distribution of the Town's newsletter
- Performs monitoring functions to ensure deadlines are met
- May provide clerical support to the City Manager and Assistant City Manager and Administrative Technician III related to FPPC requirements, election activities, City Council ordinances, resolutions, agenda materials and meeting minutes, management and Council

Members' scheduling, specialized correspondence for various managers and/or Council Members

- Provides backup to Administrative Technician III duties and responsibilities
- Conducts research and provides options to supervisor regarding procurement of supplies, services, etc.
- May work with confidential material occasionally
- Performs related duties as assigned

As Assistant to the Director of Recreation Services:

- Coordinates and develops programs and activities for Adult & Senior residents
- Greets visitors to the Community Center
- Leads trips, activities, and special outings
- Enroll individuals in recreation classes and enter data into tracking system
- Reserve recreation facilities for residents, taking monies and balancing receipts
- Prepare and distribute Town of Colma identification cards; verify residency

Administrative Technician III:

In addition to responsibilities and duties listed for Administrative Technician II:

- Responds to complex public inquiries both on the telephone and in person, and refers to an appropriate staff member for more specific information as appropriate
- Serves as lead of the Administrative Technicians I/II
- Coordinates telephone operations and training sessions
- Provides advanced support to management and Council Members
- Determines appropriate accounting codes for expenditures
- Assists and may initiate development of procedures, operating manuals, written material, budgets, forms, charts and/or other documents or projects
- Serves on committees and task forces, as needed
- Proofreads for accuracy, technical consistency, correct form, content and proper English usage; composes correspondence and memos
- Researches, compiles and analyzes data for reports; develops and maintains databases; may provide analytical support to management projects
- Assists in the preparation of and posts agendas and agenda materials under direction
- Prepares for inter and intra agency meetings
- Takes and prepares meeting minutes as necessary
- Works on special projects
- Works with sensitive and confidential material on a regular basis including personnel, police and litigation related files
- Performs related duties as assigned

As Assistant to the City Clerk:

- Performs complex clerical and administrative duties under the direction of the City Clerk or Deputy City Clerk related to FPPC requirements, election activities, City Council ordinances, resolutions, agenda materials and meeting minutes, management and Council member scheduling, specialized correspondence for various managers and/or Council Members
- Takes and records minutes at City Council meetings

As Executive Assistant to the Chief of Police:

- Participate in the ongoing development of Police and community and business relations
- Greets and screens visitors to the Police Facility
- Assists with State training reimbursement process
- Manages police personnel files
- Tracks and monitors POST training and timesheets

QUALIFICATIONS

Administrative Technician I and II:

Knowledge of:

- Methods and techniques of administrative analysis
- Pertinent Federal, State, Town and department guidelines and procedures
- Standard office and administrative policies and procedures
- Computer applications involving word processing, spreadsheets, data entry, database access and/or standard report generation
- Standard office practices and procedures, including filing and the operation of standard office equipment, including a computer and applicable software
- Business letter writing and the standard format for typed materials
- Methods and techniques for basic report preparation and writing
- Recordkeeping principles and practices
- Basic mathematical principles
- Correct business English, including spelling, grammar and punctuation
- Effective methods of communication, both verbal and written

Ability to:

- Learn the organization, procedures and operating details of the Town and the department to which assigned
- Type accurately at a speed of 30 words per minute
- Maintain confidentiality
- Compile, correlate and analyze a large volume of written and numerical data
- Conceive and effectively propose solutions to problems
- Acquire knowledge of, interpret and apply policies, procedures, codes, regulations and laws related to assignment Town department, other functions of the city and other governmental agencies in a timely manner
- Express self clearly and concisely in written and verbal communication
- Effectively train and/or educate other employees
- Perform duties on a regular and consistent basis; meet critical deadlines
- Acquire knowledge of applicable policies, codes and other functions of the City and other governmental agencies
- Follow written and oral instructions and procedures
- Utilize word processing and spreadsheet programs and personal computer
- Process, input, compute and reconcile financial data
- Provide general clerical support
- Coordinate office functions
- Make adjustments to standard operating procedures as is appropriate
- Prepare and maintain accurate documents, records and reports
- Operate a variety of office equipment
- Maintain accurate office files

- Respond to and interact with elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone
- Establish and maintain effective working relationships

Administrative Technician III:

In addition to responsibilities and duties listed for Administrative Technician II:

Knowledge of:

- Basic techniques of supervision
- Specialized recordkeeping principles and procedures
- Public administration principles requirements of the Brown Act; California municipal legislative processes, records retention, and election laws and procedures; reporting requirements of the Political Reform Act of 1979 as amended
- POST training requirements

Ability to:

- Perform most complex administrative secretarial and clerical duties with speed and accuracy; understand and explain pertinent policies and procedures
- Exercise sound judgment
- Take accurate meeting minutes
- Keep current knowledge of municipal law and procedures, election laws, political reform

EDUCATION AND EXPERIENCE*

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Administrative Technician I

- Education: Equivalent to the completion of the twelfth grade
- Experience: Two years of increasingly responsible clerical, secretarial or technical experience, preferably with a municipality

Administrative Technician II

- Education: Equivalent to the completion of the twelfth grade
- Experience: Three years of increasingly responsible clerical, secretarial or technical experience, preferably with a municipality

Administrative Technician III

- Education: Equivalent to the completion of the twelfth grade, college coursework desirable
- Experience: Five years* of increasingly responsible secretarial and clerical experience involving frequent public contact, preferably with a municipality
- California Municipal City Clerk Certification desirable; Must be able to attain within three years of appointment

*A Bachelor's degree may substitute for up to three years relevant experience

Licenses

Possession of an appropriate valid California driver's license

SPECIAL REQUIREMENTS

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Attend and participate in evening meetings as assigned
- Review reports and correspondence quickly and accurately
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Use a telephone
- Communicate through written means
- Perform all duties listed on the job description except those determined to be incidental